Project Manager

Job description and person specification

Housing Plus Group

Job description – Project Manager

Reporting to the – **Regional Development Manager**

Work Location: Hybrid attending Housing Plus Group development sites and offices as required.

Summary of role:

The Project Manager plays a key role in delivering the development ambitions of HPG. The key responsibility of this role is to successfully deliver a range of development projects through to completion. Taking responsibility for agreed and varying elements of mainstream activities including pre and post contract management of development schemes and liaison with the building contractors, developers, consultants, local authorities, town and parish councils, communities, potential customers, Homes England and other internal and external stakeholders.

This person will also support the Regional Development Manager on progressing new business opportunities as required, and will work with the Development and Quality Co-ordinator to ensure development defects are managed to a successful conclusion.

The Project Manager will ensure the activities of the Company are carried out to the highest standards of integrity and professionalism in accordance with the legal and statutory requirements, regulatory regulations and requirements, best practice and the Company's policies and procedures. Keep up to date with relevant legislation, regulatory guidance, good practice and industry standard expectations.

The individual will also ensure that the Company's Equality and Diversity Strategy, Health and Safety Policy and Customer Service and Performance Policies are complied with throughout all activities within the scope of this role to ensure the highest standards of customer service. To ensure Value for Money is achieved in respect of all activities.

This role of Project Manager plays an integral part in the Development Team which enables the operational delivery of the following organisational priorities:

- Delivering more for our customers
- Having the capacity to build more homes
- Being a great place to work for our colleagues
- Being a financially resilient business
- Being a key influencer in the region

The role has responsibility for role modelling and embedding our valued behaviours, and supporting the wider business to develop a positive, inclusive and engaging culture:

- Own it – Make it happen
- Improve it – Move things forward
- Live it – Show understanding and compassion

Key areas of responsibility:

- To project manage a wide variety of development projects of varying sizes utilising a project team approach, involving relevant internal colleagues, consultants, contractors and other stakeholders as necessary.
- To utilise appropriate project management tools including programming software, risk registers, etc to assess milestone dates, establish the critical path and ensure schemes start and complete within target dates.
- To take responsibility for organising, co-ordinating and controlling all aspects of scheme delivery involved with land and property purchases, tendering, contract management, financial monitoring, viability and delivery.
- To assist the Regional Development Manager with the assessment of potential development opportunities, carrying out feasibility studies as required.
- Prepare and update individual scheme financial feasibility and viability appraisals. Assist with the preparation and updating of the consolidated scheme and monthly cashflows for inclusion in the Development Business Plan and reporting to finance respectively.
- Ensure that designated individual schemes' defects are rectified in line with the provisions of Development Contracts, including liaison with customers, contractors/developers and internal stakeholders to ensure their resolution.
- Ensure that all appropriate enquiries, complaints and correspondence are dealt with efficiently, promptly and effectively within agreed timescales within the context of the company's Complaints Procedure.
- To assist in the preparation of competitive submissions and bids for relevant sources of funding.
- To liaise with Homes England and ensure their criteria and procedures are complied with at the various stages of scheme progress, maximising grant subsidy to benefit the Group and ensuring viability appraisals are undertaken at key stages for each project.
- To regularly update scheme information on Homes England's database processing grant confirmations and grant claims at the appropriate stage and in a timely manner as required.
- To comply with the requirements of all planning, statutory, regulatory, internal, private funders, Homes England and any other regulatory body.
- To keep detailed records and relevant documentation for internal and external audit purposes.
- Ensure that invoices, orders and payments are checked and processed in line with the company's Scheme of Financial Delegation.
- To ensure a continued awareness and understanding of strategic housing and development issues.
- To research and monitor national and regional strategies and policies, suggest funding options and opportunities for new development to help increase number, range and quality of the Group's housing stock.
- To assist with research and investigation of housing demand throughout the region, analyse and predict need, type, tenure and mix. Help identify appropriate land or property acquisitions, arrange valuation and collate overall costs to determine scheme viability, liaise with local housing management staff to identify appropriate development opportunities that satisfy demand.
- To prepare briefs and appoint consultants dealing with feasibility studies, detailed designs, land or property valuations, acquisition, cost and contract management, various surveys and construction related services.
- To co-ordinate the activities of the various consultants, contractors, Group officers who are involved with development projects, ensuring projects conform to the agreed requirements and procedures, programme deadlines and budget provision.
- To manage the contractors and consultants throughout the development process ensuring an efficient and positive working relationship is maintained with the Group. Researching any required information and corresponding appropriately.

- To organise and attend meetings, to lead presentations to various groups and communities, co-ordinate displays or exhibitions concerning development projects proposals, progress reports and feedback.
- To communicate with customers and members of the public, dealing with general queries, concerns and complaints concerning development schemes and related matters in a courteous, helpful and positive manner.
- To cooperate and work with all sections within the Group associated with development; co-ordinate external organizations and individuals to ensure the smooth and successful handovers of new properties.
- To participate with the general workload of the development team helping with cover for other team members in their absence. Strive to improve the efficiency and effectiveness of the consultancy responsibilities, quality standards and services provided.
- To undertake any other duties as required.

Additional responsibilities:

- **Financial responsibility:**
  - Responsible for managing and controlling project expenditure within agreed budgets.

- **Health and Safety:**

In order to maintain a safe working environment, keep yourself and others safe, maintain a positive safety culture and help your Line Manager and Safety Representative achieve our Health & Safety aims and objectives, you will be conversant with the Current Health And Safety Policy on the Intranet in particular the Statement of Intent and section 5.6 and 5.7 of the Policy "Health & Safety Responsibilities".

  - Responsible for ensuring that all of the Group's Health and Safety policies and procedures are fully implemented and adhered to

- **Data Protection:**
  - To follow the Data Protection principles in all work activity
  - To attend any training specific to the role regarding GDPR

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

Person Specification

What do I need to be successful as a Project Manager;

- Role model the Group's valued behaviours; Own it, Improve it and Live it, ensuring valued behaviours are embedded in your team through effective support, recognition and performance management.
- A team working ethos with exceptional people management and team leadership skills which motivate and inspire.
- Ability to champion collaboration, break down silos and encourage a one team mentality.
- Able to communicate, support the organisation's strategic priorities, culture and purpose.
- The ability to devise or contribute to encourage new ways of working in times of transition. Be consistently positive about new ideas and learning.

- A sound understanding of the challenges facing the housing sector and the regulatory and legal frameworks we operate within. Ensure that business risks are identified, discussed and managed.
- Stakeholder management experience.
- A strong commitment to Equality, Diversity and Inclusion.
- Ability to work at pace.
- Skilled at negotiating and influencing, with ability to apply different techniques to varying situations.
- Able to communicate complex information in a concise and accessible way to a variety of audiences.
- Knowledgeable and up to date regarding technology and digital aspects of portfolio.

Additional specialist skills and qualifications to be successful in this role:

- It is desirable, but not essential, to have a relevant qualification in a development related subject. (Desirable)
- Minimum of 3 years' experience of project management in a housing association development environment, with a proven track record of delivery. (Essential)
- The ability and drive to ensure that the customer's interests are at the forefront of the service delivered. (Essential)
- Understanding and working knowledge of Homes England current database used for grant funding applications. (Essential)
- Understanding of development funding, legal and financial procedures concerning property acquisition and disposal, and the factors that make a scheme financially viable. (Essential)
- Experience and understanding of managing budgets and interpreting financial reports, development opportunities and Local Planning process. (Essential)
- Excellent verbal and written communication skills. (Essential)
- Strong project management and organisational skills, demonstrating the successful project leadership of a number of complex and challenging schemes to start on site stage. (Essential)
- Excellent level of information technology skills, able to competently use standard Microsoft Office Products and Homes England's database; analyse and manipulate data. (Essential)
- Knowledge of construction processes, design stages, contract administrative and legal procedures, construction legislation, energy efficiency measures, all relative to new housing and large refurbishment projects. (Essential)
- Ability to liaise with stakeholders, staff and external organisations and simultaneously promote and represent the organisation in a professional and positive manner. (Essential)
- Ability to establish and sustain trust and confidence with other staff, stakeholders, customers and the general public. (Essential)
- Demonstrates drive, enthusiasm and determination Self-motivated and seeks ways to continuously improve and learn. (Essential)
- Ability to handle difficult customer conversations with diplomacy & resilience. (Essential)
- Ability to work to deadlines and agreed targets. (Essential)
- Excellent numeracy skills. (Essential)
- Current driving licence. (Essential)

Willing to work outside normal hours at periods of peak workload or as required for out of hours meetings etc. (Essential)

Training and Development:

In line with our Group values ‘Own it, Improve it, Live it’ you will receive a role specific training plan to support you in the role of Project Manager.

You will be required to complete continuous professional development, to further support your role and the Group.